

Leadership Link

JUNE 2004

Web site: www.ci.lincoln.ne.us/city/person/NMA_L/index.htm

LINK'S CALENDAR OF EVENTS

July 5:

Observing Fourth of July
Holiday, Co/City Offices
Closed

July 21: Mini CLC

Mini Chapter Leadership
Conference, Tabitha, 4720
Randolph St.

July 29: Annual Joint
meeting for all chapters, set
for Thursday at Lincoln's
Embassy Suites, Room Regents
A. Deadline to reserve 7/26.

August 3: CANCELLED

The board of directors voted
to dispense the August meeting
because of the late July Joint
meeting.

Sept. 6:

Labor Day Weekend Holiday,
Co/City Offices Closed

Sept. 14

Program meeting - TBA



Leadership Link
Chapter #517
P.O. Box 85224
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Volume 8, Issue 11

Congratulations New Link Officers

Although cloudy skies and hard rains drenched the rose gardens at the Governor's Mansion in Lincoln, Neb., everyone wore a big smile during Leadership Link's annual awards luncheon held June 8, 2004.

About 60 people attended the festivities and participated in honoring outstanding volunteers and managers for their dedication to promoting professionalism in the work place and commitment to quality.

(Continued on page 4)



Welcome new 2004/05 officers: (left to right) Mary Lowe, secretary; Karen Eurich, treasurer; Julia Peter, president-elect, and E.J. Schumaker, president.



Photos courtesy of Diane Mullins

Big round of applause to out going board members (left to right) shown in front row is Karen Eurich, E.J. Schumaker, Colleen Floth and Terri Storer. Middle row from left is Donna Barrett, Mary Lowe and Pat Kant. Back row is Lori Cook, Diane Mullins and Colleen Andrews.

Nebraskaland Council officers Jan Lehmkuhl, treasurer, and Colleen Floth, past president, attend the annual event in recognition of Leadership Link's installation of officers.



Wilson Headlines Joint Meeting

Leadership Link begins another new year as Mr. R. Lynn Wilson will preside as keynote speaker at the traditional Joint Meeting set for Thursday, July 29, 2004. Wilson, who was hired in 1997 to serve as president and CEO of BryanLGH Medical Center, is an active member of the community and currently serves on other boards, including the Lincoln Partnership for Economic Development, Lincoln Specialty Care, VHA Mid-America, Fellow in the American College of Health Care Executives, Lincoln Medical Education Foundation, Nebraska Jazz Orchestra, Lincoln Chamber of Commerce, Lincoln Chamber Economic Development Corporation, Community Health Endowment, Nebraska Council on Economic Education Trustee; Junior Achievement Board of Trustees; Nebraska Presidents Organization (WPO); Swing for Mental Retardation Golf Tournament Chairman and the American Heart Association Heart Walk Executive Committee.



Announcements

July's Joint Meeting

Keynote Speaker,

Mr. R. Lynn Wilson

BryanLGH Medical Ctr, President/CEO
Thursday, July 29, 2004 - 11:30 AM

**"Understanding Great
Leadership is Easy, But ..."**

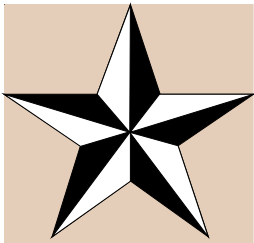
Lincoln Embassy Suites

Room Regents A

RSVP DEADLINE: NOON, July 26, 2004

Cost is \$11 per person

NO SHOW POLICY: Any guest who reserves a ticket/seat to attend a Leadership Link luncheon/breakfast meeting, and fails to cancel the reservation by the RSVP deadline and/or fails to attend, will be considered a "No Show." An invoice will be issued for the price of the missed meal. Any member who attends, but failed to reserve a seat may be subject to purchasing their own meal independently, thus no price is guaranteed. This No Show Policy will ensure that Leadership Link isn't overcharged for the number of meals served and consumed by its members.



JUNE 2004

LEADERSHIP LINK EXECUTIVE BOARD

Meetings held the third
Thursday of the month

Past President

TBA

President

E.J. Schumaker, 441-8036

President Elect

Julia Peter, 441-7463

Secretary

Mary Lowe, 441-7540

Treasurer

Karen Eurich, 441-7886

Awards Committee

Pat Kant, 441-7880

Community Services

Donna Barrett, 441-6157

Member Relations

Steve Owen, 441-5925

Program Committee

Colleen Andrews, 441- 3846

Professional Development

Terri Storer, 441-7269

Public Relations/Web Site

Diane Mullins, 441-7717

Doug Thorpe, 441-7531

Nebraskaland Council

Colleen Floth, 441-8690

Kent Imig, 441-7082

EJ Schumaker, 441-8036

National Director

Jan Lehmkuhl, 479-5714

Associate Director

EJ Schumaker, 441-8036

Leadership Link News

Community Service

By Donna Barrett, Chair

Thank you leadership Link members for your involvement in our community over the past year. Look what you have done!

Lincoln Food Bank Drive; Adventures in Mentoring; City Library volunteer; Clogging performances; Respite for parents of special needs children; Health related presentations; exercise programs; CLC Mini Conference; Lifelong Living Festival by Aging Services; Safe Quarters for Friendship Home; Health Programs targeted for seniors; Alzheimer's Memory Walk; Health Screenings (bone density, cancer cholesterol, blood pressure, etc.); flu & pneumonia shots; Volunteer Ombudsman Training; caregiver support groups and training; Widowed Person's Service/outreach and training; involvement with and planning for the Coalition for Older Adult Health Promotion; United Way/CHAD; Santa Cop Program; presentations for Leadership Link meetings; Trees of Love Project; nursing orientation; in-home fitness assessments/testing; Senior Health Promotion Clinic; health fairs; delivery of meals to shut-ins; Big Brothers Big Sisters Bowl-A-Thon; Ethnic Festival volunteers; Cystic Fibrosis Walk & donations; Join Hands Day (product drive for homeless); American Heart Walk; Files of Life Project; Red Cross volunteering; Malone Community Center / Summer Day Camp; Cortland Disaster Recovery and volunteering at the Hallam Disaster.

Big round of applause to our many Leadership Link members who give of themselves freely to make our world a better place for others to live - you're an everyday hero!

WAY TO GO!!!!

*Our web page is now a link on the
National Web site - check it out!!!
www.nma1.org/chapters/index.htm*

Volunteering Again? Get Credit For It!

Help your Leadership Link
Chapter score big!

If you are involved in a community service project or event, such as a fund raiser, walk-a-thon or festival worker, please e-mail this information to Donna Barrett (dbarrett@ci.lincoln.ne.us) with the who, what, when, where, why and hours served, so that our NMA Chapter will receive national credit.

Nebraskaland Council News

By Colleen Floth, past president

During the last several months, some members have asked, "What is the Nebraskaland Council and what does it do to help our Chapter?" Hopefully, I can answer this question. The Council is comprised of various National Management Association Chapters located in Nebraska and Iowa. Each Chapter has three delegates with voting rights. The chapter's president is automatically one delegate, and the other two chapter representatives are appointed by the president.



Colleen Floth

The Leadership Link Delegates for the 2004/05 year is E.J. Schumaker, Colleen A. Floth and Kent Imig. Kent is beginning his first of a two year term and Colleen is finishing the last year of her two year term. E.J. will serve one year as president. Our delegates have been very involved in the past years on the Council and several of our past delegates have served as officers.

Council meetings are held quarterly to share information of individual chapter events. The majority of the meetings are held in Omaha to make travel easier for the Marshalltown, Iowa and Beatrice, Nebraska Chapters. Chapters represented in the Nebraskaland Council include Beatrice (NE), Leadership Link (Lincoln), Lennox (Iowa), Midlands (Omaha), and the Nebraska State Government Chapter (Lincoln).

The Council sponsors the mini-CLC every year to instruct newly installed officers and committee chairs of their duties and responsibilities of office for which they've accepted. This year's CLC is scheduled for Wednesday, July 21, as an all-day conference held at Tabitha, 4720 Randolph St.

One of the Council's major components is the promotion and sponsorship of the Certified Managers (CM) program. I'm sure you'll be happy to know that NMA has changed its policy, which now allows for collaborative efforts between Chapters and the Council to host a program.

This year the Council officers are Elton Edmund from Beatrice, president; Jan Lehmkuhl from the State Government Chess, Chapter, treasurer; Steve Bolar from Lennox, vice president; Bruce Hunzeker from the State Government Chapter, secretary, and Colleen Floth from Leadership Link, past president.

Look for upcoming articles about the Certified Managers program in the newsletter and announcements about our monthly meetings.

*"Blessed are the flexible, for they shall
not be bent out of shape, "
--Michael McGriff*

Improve Your Communication Skills

How do we communicate? Let me count the ways ... few skills impact everyday life more than the ability to communicate effectively. And, in today's information age, good communication skills are more important than ever. In addition to speaking and writing, you may need to know who to communicate via cell phone, e-mail, voice mail, video conferencing and instant messaging. Keeping up with technology isn't enough - you need to be able to express yourself clearly in personal and professional situations.

LISTEN ATTENTIVELY - It takes two to tango, and it takes at least two to communicate. When someone speaks to you, you should offer your full attention. Listening carefully is an important skill. It requires you to be open-minded and step into the speaker's shoes to identify with what he or she is saying. Avoid interrupting. Appropriate body language and expressions show that you are interested and engaged. Maintaining steady but casual eye contact will help make conversations more personable. Remember, facial expressions and body gestures can speak as loudly as words.

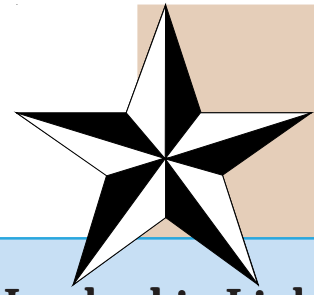
THINK FIRST - Whether writing or speaking, think about what you want your communication to accomplish and ask yourself if your message is clear. If you are having difficulty, try using an outline to clarify your objectives. This can be especially helpful in preparing for public speaking engagements. Even quick phone calls or e-mails should be given some forethought. Are you seeking a response, asking for information or simply sending a message? Fine-tune your message to make it clear and easy to understand. If you focus on your objectives and organize your thoughts, your message should come through loud and clear.

DELIVER THE MESSAGE - E-mail, fax and telephone are all appropriate for routine professional and personal correspondence. If you're not sure which to use, ask friends and colleagues which they prefer. If you have to leave a voice mail message, clearly state your name and number. Make sure your fax correspondences include the recipient's name and phone number, and the total number of pages along with your contact information. When the matter is urgent, confidential or sensitive, however, make it personal. There is no substitute for face-to-face communication.

EDIT YOUR WRITING - Every time you write something, you make a statement. A letter, memo, e-mail, fax message or other document that is hastily or poorly written can leave a bad impression. The secret is to write effectively and avoid embarrassing errors. After you're finished writing, take time to reread and edit your work to catch mistakes and make changes that improve the overall quality. Then read it out loud - you may be surprised at how helpful this step can be. If you're going to be doing a lot of writing, you may want to invest in a good dictionary and a grammar guide or enroll in a writing course to brush up on the basics.

WATCH DETAILS IN E-MAILS - In recent years, many people have come to rely on e-mail in both their personal and professional lives. After all, e-mail is a fast and easy way to keep in touch with faraway friends and relatives, as well as to provide low cost customer service and effective interoffice business communications. However, careless or lazy e-mail habits should be avoided. One of the biggest mistakes is to type in capital letters. Using all caps has come to signify "shouting" - plus it makes e-mails difficult to read.

When composing an e-mail, keep your message focused and use the subject line to sum up the contents. You may want to include a signature file with your contact information at the end of your business e-mails so recipients will know who you are and how to reach you. Don't rely on your computer's grammar checking software to catch every error. For quality control, proofread with your own eyes in addition to running a grammar/spell-check program.



Leadership Link's Headline News

By Diane Mullins, PR chair

- Congratulations to **Kent Imig** from Risk Management who has accepted the appointment as delegate in the Nebraskaland Council on behalf of our chapter.
- Special KUDOS to Colleen Floth for her ongoing assistance and support that earned her the President's Award 2004.
- A big round of applause to last year's board members for making the annual meeting at the Governor's Mansion a smooth success! Lunch was fantastic!

City of Lincoln Proclamation

Leadership Link Management Week

Whereas, resourceful and responsible management practices are key ingredients in the successful operation of city government, business and industry; and

Whereas, the National Management Association, with over 50,000 members nationwide, advocates sound management practices on behalf of a broad spectrum of American businesses, industries and public-sector organizations; and

Whereas, members of the National Management Association contribute their talents and energies to maintain high levels of productivity and ensure the smooth operation of businesses; and

Whereas, Nebraska is proud to have six National Management Association chapters with more than 500 members statewide, making significant contributions to improving management techniques; and

Whereas, the Leadership Link Chapter of the National Management Association, in partnership with the City of Lincoln, promotes the leadership and management development of its members.

Now, therefore, I, Coleen J. Seng, Mayor of the City of Lincoln, do hereby proclaim June 6 - 12, 2004, as "Management Week" in Lincoln and call upon the people of Lincoln to join their fellow citizens across the United States in supporting the observance of National Management Week.

Congratulations!!
Colleen Floth
Selected for the
President's Award
2004

N. M. A. CODE OF ETHICS

- *I will recognize that all individuals inherently desire to practice their occupations to the best of their ability*
- *I will assume that all individuals want to do their best.*
- *I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.*
- *I will be guided in all my activities by truth, accuracy, fair dealing and good taste.*
- *I will keep informed on the latest developments in techniques, equipment, and processes.*
- *I will recommend or initiate methods to increase productivity and efficiency.*
- *I will support efforts to strengthen the management professional through training and education.*
- *I will help my associates reach personal and professional fulfillment.*
- *I will earn and carefully guard my reputation for good moral character and good citizenship.*
- *I will promote the principles of our American Enterprise System to others, by highlighting its accomplishments and displaying confidence in its future.*

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Manager of the Year Awarded to John Dale

The Leadership Link Chapter of the National Management Association honored outstanding managers at its annual award luncheon held at the Governor's Mansion in June. Each nominator was asked to provide information and examples of the nominated manager's achievements in five areas: (a) communication skills/ accessibility, (b) supervisor/employee relationships, (c) management skills, (d) training and special accomplishments followed by general comments.

The purpose of the award is to recognize an individual whose accomplishments and superior work performance represent the best possible application of management principles. A Manager of the Year nominee would be an individual who is a role model for other employees. The quality of the nominations was outstanding and it was a very difficult decision for the Awards Committee. Collectively, these managers represent almost 117 years of public service with the City of Lincoln.

Honorable Mentions went to **John Chess**, Environmental Health Supervisor, **DeLayne Peck**, Aging Services Supervisor, and **Mark Wieting**, Systems Project Supervisor in Information Services.

The 2004 Manager of the Year Award was presented to **John**

Dale. Employed as Assistant Library Director, John has worked nearly 27 years and possesses excellent communication skills. John's ease in meeting people and his ability to communicate effectively - what the library has to offer the public - are outstanding. John's humor, optimism and his calm manner facilitate communication. John is accessible to all staff and to library customers. His empathic listening skills help to calm upset library customers. John is an excellent public speaker and the library staff receives positive comments when he speaks on behalf of the library.

John works well with and is supportive of staff. His caring leadership and compassionate concern for staff have been evident throughout his 27 years at Lincoln City Libraries. He has successfully held a variety of supervisory positions at the library, including branch/outreach and administration. John has excellent working relationships with employees in other City Departments, including Planning, Personnel, Parks and Recreation, Finance, and the Mayor's Office. John has worked with a few building projects. As the Library Building Manager, John had a multi-year assignment to coordinate the planning, construction, and equipping of the two new branch libraries - a \$15.2 million dollar project. John Dale involved other staff in the development of the library building program. He worked well with the architect, construction company, City Purchasing, and Library Board. He also worked with City Personnel to hire the new staff for both library branches. John encourages staff to grow and develop in their assignments. He models this behavior by regularly attending workshops and conferences. He acted in an advisory role during the formative stage of the Staff Training Committee and has continued to support training at the library. A significant workshop on "Change" was presented to all staff in 1994 which he helped to organize and present. That was the first step in changing the organizational culture at the library. John's special accomplishments are: Statewide leadership in library organizations; including, Chair, Public Library Section, State Advisory Board, Nebraska Library Commission; Nebraska Library Association 2003; State Records Board 1997-2002; and currently with the Nebraska Information Technology Council, Community Committee. John's interest in community, his people orientation, his calm leadership, his technical skills, and his caring support of staff, make him an outstanding manager at the Library.



Honored as outstanding managers at Leadership Link's annual meeting is (from left to right) John Dale, John Chess, and Mark Wieting.

N. M. A. STATEMENT OF PRINCIPLES

NMA is dedicated to managerial excellence, personal and professional growth, and leadership development. The following principles identify NMA's core beliefs and provide the basis for the Association's Mission Statement.

- *We believe in the highest standards of personal and organizational integrity and respect for the individual.*
- *We believe in lifelong learning, continuous improvement, and the development of a workforce capable of sustaining a competitive posture in the global economy.*
- *We believe management is a creative, dynamic, and essential process enabling people to achieve personal and organizational objectives.*
- *We believe that managerial responsibility is shared among all individuals at all levels of the organization and that leadership is critical to management success.*
- *We believe that individuals and organizations have a community and civic responsibility.*

